OCR
Oxford Cambridge and RSA

Unit Title:	**Using collaborative technologies**
OCR unit number:	17
Level:	3
Credit value:	6
Guided learning hours:	45
Unit reference number:	T/502/4380

Unit purpose and aim

This is the ability to use IT tools and devices for collaborative working and communications, such as web or video conferencing, instant messaging/chat, online phone and video calls; online forums, social networking sites, wikis and other centralised depositories for documents, blogging, RSS and data feeds, bulk SMS or online work management tools.

This unit is about the skills and knowledge to manage and effectively integrate and facilitate the safe use of multiple IT tool and devices so that groups can work collaboratively and effectively by:

- setting and implementing guidelines for using collaborative technologies;
- integrating IT tools and devices and creating environments to exploit their potential;
- managing risks, permissions and data flow; and
- moderating and solving complex problems with the use of collaborative technologies.

Learning Outcomes	Assessment Criteria	Examples
The learner will: 1 Stay safe and secure when with collaborative technology	The learner can: 1.1. Explain what and why guidelines need to be established for working with collaborative technology 1.2. Develop and implement guidelines for good practice in working with collaborative technology 1.3. Explain how to establish an identity or present information that will promote trust 1.4. Develop and implement guidelines for checking the authenticity of identities and different types of information 1.5. Analyse and plan for the risks in the use of	Guidelines for using collaborative technology: Guidelines set by your organisation or community of interest; about uses, security, safety, copyright, plagiarism, libel, confidentiality and data protection; ways to communicate and promote guidelines Methods to promote trust: Contact information, membership of professional bodies, recommendations, links, policies, standards Checks on others' identities: Compare sources, cross references Risks when working with collaborative technologies:

Learning Outcomes	Assessment Criteria	Examples
	collaborative technologies for different tasks 1.6. Analyse and manage risks in the use of collaborative technologies	inappropriate disclosure of personal information, misuse of images, appropriate language, respect confidentiality, copy lists, what to do in a power cut, about data loss; risk analysis, risk monitoring, contingency planning, updating risk management policy
2 Plan and set up IT tools and devices for collaborative working	2.1. Explain the features, benefits and limitations of different collaborative IT tools and devices for work purposes and tasks 2.2. Determine the IT tools and processes needed for archiving the outcomes of collaborative working 2.3. Summarise ways to integrate different collaborative technology tools and devices for a range of purposes, tasks and communication media 2.4. Explain potential access and compatibility issues with integrating different collaborative technology tools and devices 2.5. Select, connect and configure combinations that exploit the capabilities and potential of collaborative tools and devices 2.6. Resolve access and compatibility problems so that different collaborative tools and devices work successfully	Purposes for collaborative working: Will vary according to the task, but may include: sharing, displaying and recording information, discussing and reflecting, establishing identity, joining interest groups, developing ideas, contributing to research, carrying out research, exporting information to other formats, establishing communities of interest, managing identities, managing data Outcomes of collaborative working: Measurable (e.g. document, minutes, notes, project plan, transcript); ephemeral (g conversation, agreement); whether an audit trail is needed Collaborative technology tools and devices: Hardware: mobile, laptop, desktop, peripherals (e.g. headset, handset, microphone, camera, 3G modem); Software: products, services, sites Communication media: Text, audio/spoken, still/video/animated images Compatibility issues: Between browser software, operating systems, plug-ins
3 Prepare collaborative technologies for use	3.1. Evaluate data management principles, issues and methods	Access to collaborative technologies: Download software, agree terms and

Learning Outcomes	Assessment Criteria	Examples
	3.2. Manage levels of access and permissions for different purposes 3.3. Select and integrate different elements across applications to create environments for collaborative technologies 3.4. Set and adjust settings to facilitate use of collaborative technologies by others 3.5. Manage data flow to benefit collaborative working	conditions, register or set up an ID; accessibility issues, adjusting access settings; accessibility standards Permissions: Web address, phone number, user name and password, set up user names and access codes Environments for collaborative technologies: User interface – choose skins, templates, widgets, wizards, cut and paste from other sources; work environment – lighting, position of devices Adjust settings: Hardware – colour, type size, window size, volume; Browser – cookies, pop-ups; Security settings – firewall Managing data: Sources, subscription details, terms and conditions; aims of data management; benefits, features and limitations of networks and feeds; what constraints need to be overcome, what level of restrictions to apply
4 Manage tasks using collaborative technologies	4.1 Determine levels of responsibility for the use of collaborative technologies 4.2 Facilitate others' responsible contributions to and engagement with collaborative technologies 4.3 Manage the moderation of collaborative technologies 4.4 Oversee the archiving of the outcomes of collaborative working 4.5 Explain what problems can occur with collaborative technologies	Contributing responsibly: follow the rules of 'netiquette', respect others contributions, avoid dominating and not responding; legal and cultural issues; user rules, moderations policies, ethical issues Moderating collaborative technologies: Reporting inappropriate content; checking posts Archiving outcomes: Cut, paste, save; record, transcribe Problems with collaborative

Learning Outcomes	Assessment Criteria	Examples
	4.6 Respond to problems with collaborative technologies and be prepared to help others to do so	technologies: routine (e.g. settings, software not responding, hardware connections); non-routine (e.g. access, transmission speed, bandwidth); complex (e.g. compatibility) Respond to problems: Follow on screen help, know who to ask for expert help; use diagnostic wizards, check bandwidth

Assessment

All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met. Assessments must also take into account the additional information provided in the unit Purpose and Aims relating to the level of demand of:

- the activity, task, problem or question and the context in which it is set;
- the information input and output type and structure involved; and
- the IT tools, techniques or functions to be used.

See the Assessment and postal moderation section of the ITQ Centre Handbook.

Evidence requirements

Candidates must complete the Evidence Checklist for this unit without any gaps. Individual unit checklists are available to download from the qualification webpage (see forms).

Guidance on assessment and evidence requirements

Please refer to the ITQ centre handbook on our webpage.

Details of relationship between the unit and national occupational standards

This unit maps fully to competences outlined in IT User National Occupational Standards version 3 (2009).